



Water Works

November 2019



**Construction starts on Sweeney treatment
enhancements**



Since the presence of GenX and other PFAS compounds in the Cape Fear River came to light, CFPUA has been working to study, design, and fund ways to effectively filter PFAS from the region's drinking water. This month, the most significant of those efforts -- a \$43 million project to add Granular Activated Carbon (GAC) filters at the Sweeney Water Treatment Plant -- started taking shape.

In mid-November crews broke ground on eight new GAC filters at Sweeney, which provides drinking water to four in five CFPUA customers. An extensive pilot study by the Black & Veatch engineering firm identified GAC as the best option to reduce PFAS: expected to remove 90 percent of PFAS compounds from water sourced from the river.

Construction was able to proceed after a successful revenue bond sale in October. Of the \$107.3 million raised, \$43 million will fund the Sweeney upgrades.

The filters are expected to come online in February of 2022, with contractor Adams-Robinson Enterprises Inc. completing construction in May 2022.

2019 Annual Report released

Customers can now read [CFPUA's 2019 Annual Report](#): a comprehensive

summary of the Authority's major projects, initiatives, and finances of the past year.

In 2019 CFPUA completed several major capital projects, including the U.S. 421 water and wastewater extension and converting disinfection processes at the Southside Wastewater Treatment Plant from chlorine gas to ultraviolet light. Using lessons learned during Hurricane Florence, CFPUA launched an emergency alert system for customers called CivicReady, and increased its fuel self-sufficiency. The CFPUA Board also adopted a new strategic plan, laying out the mission, values, and primary goals of the organization.

Copies of the 2019 Annual Report are available at CFPUA's customer service centers at [235 Government Center Drive](#) and 305 Chestnut Street. A digital version of the report can also be [viewed by clicking here](#).

CFPUA's Comprehensive Annual Financial Report for Fiscal Year 2019 is also [available at CFPUA.org at this link](#).

FIND OUT ABOUT:

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Talking turkey (fat)



Thanksgiving is just days away, and chances are your family will celebrate with a juicy turkey. Some adventurous cooks may even deep-fry their bird, a tasty but grease-intensive process.

However you prepare Thanksgiving dinner, the process is likely to leave you disposing of fats, oil, and grease, also known as FOG. Pipe blockages caused by FOG are a leading cause of sewer overflows in our area. Other foods that solidify and clog pipes include meat fats, lard, shortening, peanut butter, food scraps, butter, margarine, dairy products, batters, dressings, and icing.

Small amounts of cooking grease can be collected in an empty can and thrown away in your garbage can. For larger amounts, the New Hanover County Landfill recommends these steps:

1. **Let the grease cool.**
2. **Pour the grease into a container.**
3. **Take it to the New Hanover County Landfill, [5210 U.S. 421 North](#). There, you can either pour the oil into a receptacle, or drop off the container.**

While the landfill will be closed Thanksgiving Day, it will open the Friday after Thanksgiving for normal business hours (8 a.m. to 5 p.m.), and on Saturday from 6:30 a.m. to 1 p.m.

Employee Spotlight

Each month we introduce you to one of the more than 300 employees at CFPUA who work to provide you with the best water and wastewater services.



Wanda Johnson
Customer Service Representative

Name: *Wanda Johnson*

Birthplace: *Wilmington, NC*

Department/Division: *Customer Service*

Position: *Customer Service Representative*

Length of Employment: *19+ years*

Briefly describe your typical day at work: *It's busy! The call center averages about 595 phone calls during our eight hour shift. I stand ready to take calls and handle approximately 60 calls a day. Even though the customer service office is full of activity and chatter, I tune it out and stay focused so I can give my customers my full attention. In between calls I check e-mails and respond to customer inquiries.*

What do you enjoy most about your job? *The people. I enjoy my co-workers and working with my customers.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: *Keeping the peace. I love being able to assist my co-workers and doing my personal best to assist customers. I do my job no matter what the circumstance may be and I keep things simple.*

What advice would you give to recent new hires? *Stay focused and work with customers to find solutions to their problems.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *We do our personal best to give you the best service we can.*

What do you like to do when you're not at work? *Spending quality time with my husband, family, and doing church activities. I also enjoy occasional girls' nights out with friends.*

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